Name of Agency CLIENT PICK UP AND DISCHARGE PROCEDURES

1. ***Name of Agency*** operates on a designated stop basis where specific stop locations will be identified for pick-up and drop-off on the driver’s Driver Trip Record or through Agency instruction and may change day-to-day or from pick-up to pick-up. Unless instructed otherwise, drivers are always to stop at any designed stop location to board or to disembark clients/patrons. Drivers are not to block an intersection or crosswalk when picking up or discharging clients/patrons. All designated stop locations on a driver’s Trip Record/route must be served unless instructed otherwise.
2. Drivers will not stop to pick up or discharge clients/patrons between designated stops unless authorized by Agency instructions. Drivers will only pick up and discharge patrons on a request basis (letting the clients/patrons on and off the vehicle at the client’s/patron’s discretion) with prior agency approval.
3. In all instances when approaching a designated stop, the driver is to come to a complete stop with the front door as near as possible to the waiting client/patron. Drivers are always to seek the most level area to pull over out of the way of moving traffic. Doors are not to be opened until the vehicle has come to a complete stop. Drivers are also to pull as close to the curb as possible so as not to impede the flow of traffic and allow easy access to clients/patrons. Vehicle flashers are to be on for the entire boarding or disembarking process. If necessary, embarking clients/patrons are to be asked to wait to board until disembarking clients/patrons have had a chance to exit the bus.

1. Drivers are never to move their vehicle while clients/patrons are in the process of boarding or disembarking. Drivers should not move their vehicles until all patrons are seated (space permitting). Drivers will fill out an Incident Report any time a client/patron falls in the process of boarding or disembarking or, even after claiming there are no injuries. Drivers must fill out a accident report if the client/patron claims to be or is injured during the boarding or disembarking process.
2. Unless instructed otherwise, operators will not allow patrons to board their vehicles in excess of the “safe load” or past the white line. When it becomes necessary to pass up patrons because the vehicle is loaded to capacity (in excess of “safe load”), the driver must contact the Agency Operations Center to report such and identify the stop location where clients/patrons were left behind.
3. If needed, drives are expected to assist ambulatory passengers boarding from the curb and assist in securing seatbelts if the client/patron requests such or if the client’s/patron’s condition is such that they are unable to sit erect in their seat. Drivers must operate the wheelchair lift and secure wheelchairs in the designated securement locations for passenger using wheelchairs. Drivers are expected to assist wheelchair passengers to and from their wheelchair and the bus seats if transferring is requested or needed by the client/patron. Standees requesting use of the wheelchair lift must be allowed to use the lift upon request. If needed, drivers are to place a small step (provided by the Agency Operations Center) at the door well to assist in client/patron boardings. Care is to be given in these circumstances to assist clients/patrons so they do not stumble or fall.
4. In general, ***Name of Agency,*** operates on a curb-to-curb basis. That is, drivers are to provide assistance to clients/patrons as noted. above from the curb to board the bus and to the curb to disembark the bus. However, some routes (specify which ones) and some clients/patrons may request the driver to provide assistance to the client/patron from the bus to the door of the pick-up or drop-off location. In these cases, drivers are expected to provide door-to-door assistance as needed and are not to leave a client/patron stranded who is unable to get to the curb from their pick-up location or from the curb to their destination location. Drivers may not enter a home/business to render such assistance, but are expected to assist the client/patron in and out of the entryway. Drives are to report all such situations to their Agency Supervisors prior to rendering such extra assistance.

Signed By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_